

Friends & Advocates Peel 2017-18 - Quality Plan

AIM			MEASURE				CHANGE			
Quality dimension	Definition	Goal	Measure/Indicator	Current performance	Target for 2017/18	Target justification	Planned improvement initiatives (Change Ideas)	Methods and process measures	Goal for change ideas (2017-18)	Comments
Efficient	The health system should continually look for ways to reduce waste, including waste of supplies, equipment, time, ideas and information	Improved Data Collection	Maintained service delivery log for each client with contact calculations	N/A - Redesign and implementation of new documentation methods. Variations across staff in reporting. Manually entered in word perfect document.	Organization-wide culture change to utilizing new documentation methods and tools.	Data collection is the basis for service planning, client support and informing and identifying opportunities to improve the quality of services.	New Service Delivery log with drop down menus to make inputting detailed, easy and consistent across staff	Each member has a designated excel file to log and make notes of every interaction (type, reason/content, outcomes, length of time etc.)	Improved data collection will have a greater impact on service and support planning. With more readily available and up-to-date information all staff are aware of each individual member's needs, history etc, to improve the consistency of support provided to all members regardless of which staff member they interact with. Improved methods should reduce staff time to input information, compile and analyze data. This should also reduce variations and understanding of reporting across all staff members.	
			Number of risk mitigation forms completed				New risk mitigation form and crisis/incidents form	Every incident, major event, crisis, etc has an accompanying crisis form completed.		
			Completed, up-to-date attendance logs				New attendance log and procedure to streamline inputting for up-to-date information	Crisis/Incident forms feed risk mitigation forms to inform support planning with staff and member		
			Number of crisis/incident forms completed					Attendance logs are complete and as up-to-date as possible		
Patient-Centred	Healthcare providers should offer services in a way that is sensitive to an individual's needs and preferences	Successful Implementation of Ontario Perception of Care (OPOC)	Number of complete OPOC's	Currently using an in-house satisfaction survey that is complete at the organizational rally every February. On average, only completed by 10-20% of membership	150 of completed OPOCs by March 31st, 2018	OPOC results will feed future QI initiatives and improvement efforts. Targeting regions will help us explore further into meeting the needs of unique regions we serve as per our Health Equity Plan	OPOC Education Sessions and half-page information flyer for members	Number of people who attend the educational sessions and/or take information flyer home	Each member will have equal opportunity and accessibility to complete an OPOC (not just the members that attend the rally) across level of ability and geographical area. Using the reporting platform will give us up-to-date, regionally specific information to inform service planning. Using the report platform we will be able to compare ourselves to provincial data.	
Effective	People should receive care that works and is based on the best available scientific information..		Dispersion of OPOC across geographical services areas (Brampton, Mississauga, Dufferin, North Etobicoke)				Opportunities to Complete at large events (AGM, Anniversary party, etc)	Number of People who completed the OPOC at a large event		
Equitable	People should get the same quality of care regardless of who they are and where they live.						Regional Opportunities to complete OPOC in conjunction with an activity	Number of members who attend designated activities to complete OPOC		
Patient-Centred	Healthcare providers should offer services in a way that is sensitive to an individual's needs and preferences	Reduce the % of resignations/terminations experienced by clients within their first year of joining F&A	% of total number of resignation or termination of members who are within the first year of joining Friends & Advocates Peel	66% of resignation/terminations are by members who are within their first year of joining F&A	Reduce the number of resignation/terminations of members within their first year of joining F&A by 15% by March 31st, 2018	Newer members need to be kept engaged and encouraged to attend and participate in activities to receive any benefit from the program.	"Motivational Calls" to new members	Members will be assigned a staff member to provide weekly phone calls to check in and provide motivation to attend and participate in activities.	Newer members who receive motivational calls will feel more engaged. "cared about" and feel more comfortable participating in activities within their first few months of joining F&A. With more detailed information about why people are choosing to leave or are being terminated we can better design and plan services that meet the members needs and wants. This detailed information will help us identify where there is need for improvement to better keep newer members engaged.	
								Number of newer members at activities seen via attendance logs		
							New Resignation/termination process and check list to gather for information on why someone is leaving	Number of completed resignation/termination check list		
								More detailed, compiled information about why members are resigning or being terminated.		
Equitable	People should get the same quality of care regardless of who they are and where they live.	Increased Linkage Agreements with other HSPs, agencies and social service organizations.	Number of complete and signed Linkage Agreements between Friends & Advocates Peel and other Health Service Providers, Social Services and Community Organizations	3 formal Linkage agreements	25 completed & signed linkage agreements	Linkage agreements allow us to better inform and connect our members to other support services and organizations that go beyond our own scope of services. Linkage agreements allow other members participate in and benefit from social rehabilitation within environments and agencies they are already comfortable with and receive support from.	New presentation summary form with linkage contact information	More detailed summary of the presentations being conducted in the community (To who, outcomes, further contact information)	More linkage agreements will increase our collaborations with other HSPs and organizations and improve our relationships with our community. Linkage agreements will also increase our ability to provide information and resources, geographically or need based, appropriately.	
							New process for follow-up and engagement	All presentations are followed up with a contact from the Director of Services to discuss linkage agreements		